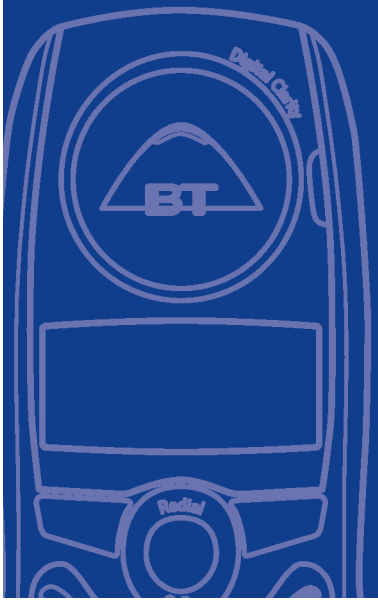
User Guide

BT DIVERSE 6110

Welcome...

to your BT Diverse 6110 digital cordless telephone



- Directory lets you store up to 50 names and numbers for easy dialling.
- Send and receive SMS text messages.
- Caller Display lets you see who's calling and your phone stores details of the last 30 callers in a Calls list. Caller Display requires subscription.
- Expandable system. You can have up to 5 GAP compatible handsets registered to your BT Diverse 6110 base. Make internal calls between two handsets while a third is on an external call.
- Digital call clarity with up to 300m range outdoors and up to 50m indoors (in ideal conditions).

This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

- **Need help?**

  If you have any problems setting up or using your BT Diverse 6110, contact the Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

  Alternatively, you may find the answer in 'Help' at the back of this guide.

- **Hearing aid?**

  Please note that the BT Diverse 6110 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

Got everything?

- BT Diverse 6100 handset
- BT Diverse 6110 base
- Mains power adaptor
- Telephone line cord
- Belt clip
- 2 x AAA rechargeable batteries

If you have purchased a BT Diverse 6110 multiple pack you will also have the following for each additional handset:

- BT Diverse 6100 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor for the charger

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Getting started

Location

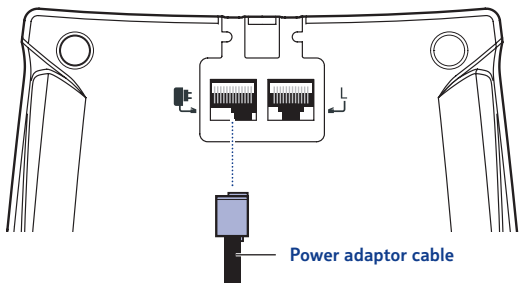
You need to place your BT Diverse 6110 base station close enough to a mains power and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Diverse 6110 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

1. Plug the mains power adaptor into the power socket on the underside of the base. Plug the other end into the mains socket. The Power/In Use and message indicator lights up.



WARNING
Do not place your BT Diverse 6110 base in the bathroom or other humid areas.

Handset range
The BT Diverse 6110 has a range of 300 metres outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the base and the handset, e.g. base indoors and handset either indoors or outdoors, the range could be reduced to 50 metres. Thick stone walls can severely affect the range.

Signal strength
The ᛉ symbol on your handset screen indicates when you are in range. When you are out of range, it flashes and the screen displays OUT OF RANGE and there is a beep.

IMPORTANT
Do not connect the telephone line until at least one of the handsets is fully charged.

The base station must be plugged into the mains power at all times.

Which socket?

Power socket

Telephone line socket

Battery low warning
When the batteries need recharging, the handset beeps and the display shows .

Battery level
The battery symbol shows the current level

Battery performance
To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

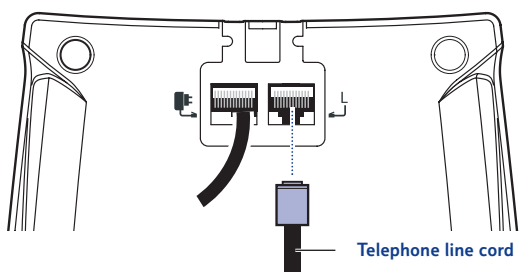
Running the batteries right down at least once a week will help them last as long as possible.

On a full charge, your BT Diverse 6110 handset gives up to 12 hours talk time or up to 120 hours standby.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced.

Batteries and handset may become warm during charging. This is normal.

2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
3. Charge the handset batteries for at least 16 hours by placing the handset on the base. The screen shows the battery icon filling up.
4. Connect the telephone line cord to the base and plug the other end into the wall socket.



Your BT Diverse 6110 is ready for use.

Providing you have subscribed to your network's Caller Display service, the day and time is automatically set when you receive your first incoming call.

However, you can also set the day and time manually, *see page 47*.

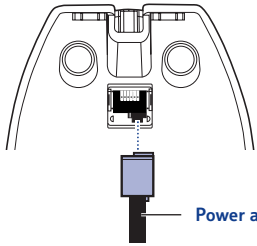
BT Diverse 6110 multiple pack owners only

Location

You need to place your BT Diverse 6110 charger close enough to a mains power socket so that the cable will reach.

Setting up the charger

1. Plug the power adaptor cable into the underside of the charger.



Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a recommended capacity of 750mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

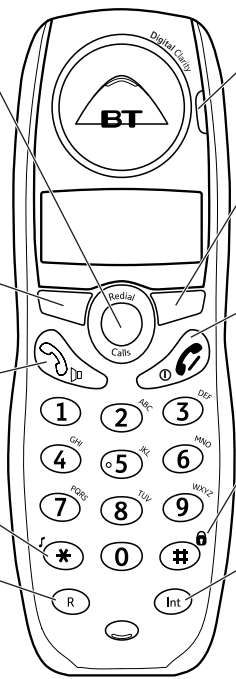
Helpline
If you are having any difficulties setting up or using your BT Diverse 6110, please call the BT Diverse Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

2. Plug the power adaptor into the mains wall socket and switch the power on.
3. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
4. Place the handset in the charger and charge the handset for at least 16 hours.

   Follow instructions on page 57 for registering additional handsets to the BT Diverse 6110 base.

Getting to know your phone

Handset buttons



Navigation Up/Down/Volume/Redial/Calls list
Lets you scroll through menu options.
During a call, adjusts the earpiece and handsfree volume, *page 18*.
Up also displays the Redial list *page 19*.
Down also opens the Calls list *page 32*.

Menu (in standby mode)
Press to open the on-screen Menu and select the displayed option *page 13*.

Talk/Handsfree
Press to make and receive calls, *(page 17)*, lets you switch to Handsfree *(page 18)* and also switches the handset on *(page 16)*.

Star
Mutes the handset ringer.

Recall
Used with some BT Calling Features.

Incoming call light
Flashes when the handset is ringing.

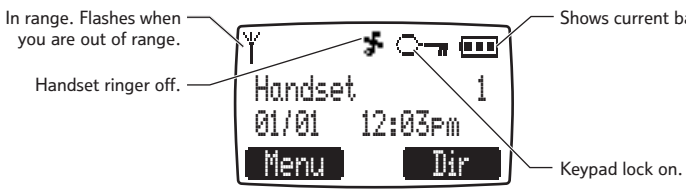
Directory (in standby mode)
Press to open the Directory and select from up to 50 names and numbers you can program into the handset, *page 23*.

End call
Press to end a call, *page 17*.
Press *and hold* to switch the handset off, *page 16*.

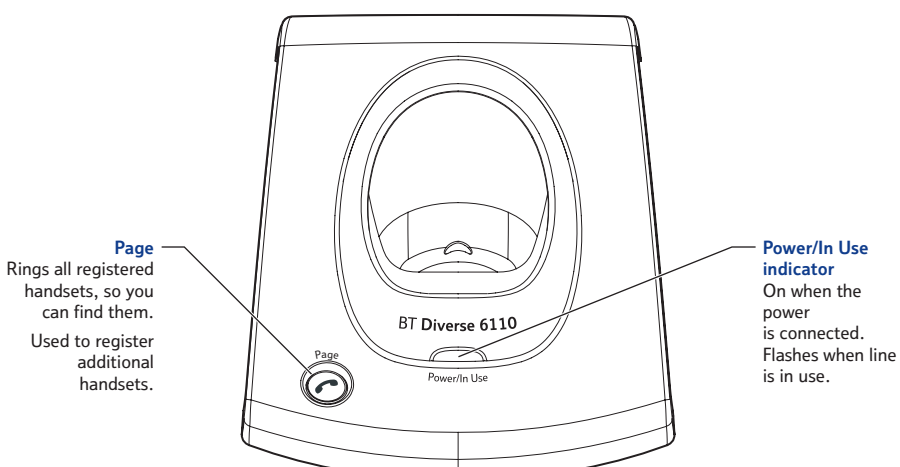
Keypad lock
Prevents accidentally dialling numbers when carrying the handset around, *page 22*.

Int
Lets you make internal calls between handsets, *page 22*.

Main display icons



Base


Page
Rings all registered handsets, so you can find them.
Used to register additional handsets.
Power/In Use indicator
On when the power is connected.
Flashes when line is in use.
BT Diverse 6110
Page
Power/In Use

Navigating the menus...

Your BT Diverse 6110 has a menu system which is easy to use. Each menu leads to a list of options. Have a look at the menu map on page 15.

Press **MENU** to open the main menu and use the navigation button to scroll up or down to the menu you want. Press the **OK** option button to access the features in the menu.

Navigation button

... and selecting menu options

Once the menu list you want is open, use the navigation button to scroll up or down through the options, then press **OK** to select the option you want. For example, to adjust the handset ringer melody for external calls:

As you get deeper into the menu you will find that multiple options are shown in the handset display. The highlighted option will be selected when you press **OK**.

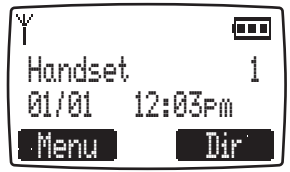
1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS and press **OK**. Display shows RINGER MELODY.
2. Press **OK**. Display highlights EXTERNAL.
   Scroll **UP** or **DOWN** to choose either EXTERNAL or INTERNAL and press **OK**. The current melody is displayed and played.
3. Scroll **UP** or **DOWN** to the melody you want and press **OK**.

Go back one level

You can go back to the previous menu level by pressing **BACK**.

Exit menu

If you want to exit a menu or the phone book, press **BACK**. If you want to go straight to the standby screen press the button.



Press the **MENU** button to access menus or the **DIR** button to open the directory.

Scroll to display menu options. Then press **OK** to select.

Menu map

SMS Text Messaging

Write Message
Inbox
Drafts
Outbox
Templates
SMS Settings

Handset Settings

Ringer Melody
Ringer Volume
Name Handset
Call Groups
Key Beeps On/Off
Auto Talk On/Off
Display Contrast
Backlight On/Off
Select Base

Base Settings

Ringer Melody
Ringer Volume
Handset Priority
Dial Mode
Recall Mode
Change System PIN

Time & Date Settings

Set Date & Time
Set Day
Alarm

Registration

Register Handset
De-Register Handset

Using the phone

Dialling numbers quickly

Numbers can be dialled direct from the Directory (page 25), the Calls list (page 32) or the redial list (page 20)

Call timer

Your handset automatically times the duration of every call. The time is shown during the call and for a few seconds after the call has ended.

Auto-answer

You can answer a call just by lifting the handset off the base. If you would rather press to receive a call when the handset is on the base, you need to switch Auto-talk off, page 50.

You can disable the backlight if you wish, see page 49.

Backlit display

When you press any button or receive a call/message, the display lights up. If no button is pressed for 10 seconds, the light is switched off.

Switch handset on/off

1. Press ***and hold*** to switch handset off.
2. Press ***and release*** to switch it on.

Handset ringer on/olff

1. Press ***and hold*** * to switch the handset ringer off. Display shows .
2. Press ***and hold*** * ***again*** to switch it back on.

Make an external call

Press , listen for the dial tone then dial the number.

Preparatory dialling

Enter the number first. If you make a mistake press **CLEAR** to delete. Press to dial.

End a call

Press or place the handset back on the base.

Receiving calls

When the telephone rings the display may show the number or name of the calling party.

Or show `External Call` if Caller Display is not subscribed to.

Or `Handset X` if it is an internal call where `X` is the number of the handset calling.

The handset icon will also flash.

Press to answer the call, or if the handset is on the base or charger, simply lift it up to speak.

If you have subscribed to a Caller Display Service your caller's number (and name if stored in the Directory) will be shown. See page 31 for more information.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to both sides of your conversation.

Switch to handsfree before a call.

1. Press . Display shows press ***again***. Display shows and you can hear the dial tone over the handset speaker.
2. Press to switch handsfree off.

Switch to handsfree during a call.

Press . To switch handsfree off, press ***again***.

Earpiece and handsfree volume are independent of each other but instructions for adjusting are the same for both.

Earpiece and handsfree volume

You can adjust the earpiece and the handsfree loudspeaker volume.
There are 5 levels to choose from.

During a call:

Use the navigation button to select volume 1-5.
The current setting is shown. When you end the call the setting will remain at the last selected level.

Secrecy

During a call, you can talk to someone nearby without your caller hearing you.

1. During the call press **SECRECY**. Display flashes `Secrecy on`. Your caller cannot hear you.
2. Press **OFF** to return to your caller.

Redial

You can redial up to 5 of the last numbers called.
If you have stored a name in the Directory to go with the number, the name will be displayed instead, see page 23.

Redial the last number

Press Redial to open the Redial list. The last number dialled is highlighted. Press to dial the number.

Redial a number from the list

Press Redial to open the Redial list, the last number called is highlighted. Press **UP** or **DOWN** on the navigation button to scroll through the list. When the number you want is highlighted, press ,

Empty

If there are no numbers in the Redial list, the display shows `Redial List Empty`.

If the number is already in the directory the **SAVE** option will not be shown.

Copy a number from the redial list

You can copy a number from the redial list into the directory. The redial list holds up to 5 of your most recently dialled numbers.

1. Press Redial to open the redial list. Scroll **UP** or **DOWN** to the number you want and press **OPTION**.
2. Scroll **DOWN** to highlight `SAVE NUMBER`. Press **OK**.
3. Display shows `ENTER NAME`. Use the keypad to enter a name (see page 23 for entering text) and press **SAVE**. Display shows `EDIT NUMBER`.
   If necessary, use the keypad to change the number, then press **SAVE** to confirm.

Deleting a redial entry

Press Redial to open the redial list. Scroll to the entry you want. Press **OPTION**. DELETE ENTRY is highlighted. Press **OK**.

Delete entire redial list

Press Redial to open the redial list. Press **OPTION**. DELETE ENTRY is highlighted. Press **DOWN** to highlight DELETE ALL. Press **OK**. DELETE ALL ENTRIES is displayed. Press **DELETE** to confirm or **SAVE** to cancel.

Page

You can alert handset users that they are wanted or locate a missing handset by paging the handsets, (paging calls cannot be answered by a handset).

Press Page on the base. The handsets ring. Display flashes PAGING CALL. Press Page ***again*** to stop the handsets ringing or press on the handset.

Pressing will stop that handset only.

Keypad lock

You can lock the keypad so that numbers are not dialled accidentally whilst carrying the handset around.

1. Press ***and hold*** *#*. Display confirms KEYPAD LOCKED and then reverts to the standby screen and displays 🔑.
2. Press **UNLOCK**, then press *#* whilst Press # To Unlock Keys is shown in the display.

   While the keypad is locked you can still answer incoming calls and make **999** or **112** calls to the emergency service. But you cannot call other numbers or use the menus.

Internal calls

If you are making an internal call, and you receive an external call, any handset not in use will ring.

The handsets that are being used will beep in the earpiece. To take the call, press *end* to finish the internal call, then press **TALK** to take the new call.

You can call the other handsets registered to your BT Diverse 6110 base.

1. Press *Int*. The other handset numbers are displayed. Press the navigation button to highlight the handset number you want, then press **OK**.
2. To end the call, press *end*.

Directory

You can store up to 50 names and numbers in the directory of each handset. Each entry contains a name and phone number. Names can be up to 15 characters long and numbers up to 24 digits.

Open the directory

1. Press **DIR**. Stored entries are displayed alphabetically.

When there are no entries in the directory the display shows NEW ENTRY.

Entering names

1. Use the keypad letters to enter names, e.g. to store TOM:
2. Press 8 tuv once to enter T.
3. Press 6 mno ***three times*** to enter O.
4. Press 6 mno once to enter M.

Writing tips

1. If you make a mistake, press **CLEAR** to delete the last character or digit.
2. Press 0 ***once*** to insert a space.

   Available characters are displayed at the bottom of the screen. Keep pressing the button to scroll through the characters.

 # button
When entering text, if you press the # button the following characters are available: (space), (.), (,), (#) and (*).

The cursor automatically moves to the next space after a couple of seconds.

When entering names you can select upper case, lower case or numerics by pressing *.

An A, a or 1 will appear in the display to indicate the current selection.

Character map

Button	Upper case	Lower case
0	Space 0 + & _ $ £ € ¥ < > = # *	Space 0 + & _ $ £ € ¥ < > = # *
1	. , ' ? ! " 1 - ( ) @ / : ;	. , ' ? ! " 1 - ( ) @ / : ;
2	A B C 2	a b c 2
3	D E F 3	d e f 3
4	G H I 4	g h i 4
5	J K L 5	j k l 5
6	M N O 6	m n o 6
7	P Q R S 7	p q r s 7
8	T U V 8	t u v 8
9	W X Y Z 9	w y x z 9
*	Abc ➔ ABC / ABC ➔ abc / abc ➔ Abc	Abc ➔ ABC / ABC ➔ abc / abc ➔ Abc
#	Space . , # *	

Add a new directory entry

When the phone is in standby:

1. Press **DIR**. Any entries are displayed in alphabetical order. Press **OPTION**. Display highlights NEW ENTRY. Press **OK**. Display shows ENTER NAME.
2. Use the keypad to enter a name, then press **SAVE**. Display shows ENTER NUMBER.
3. Enter the number you want and press **SAVE**. Display shows ENTRY SAVED. You can now add another entry. Or press **BACK** to go back to the previous menu level.

Dial from the directory

1. Press **DIR**. Entries are displayed in alphabetical order.
2. Either scroll **UP** or **DOWN** through the directory to highlight the entry you want, then press . The number is displayed and dialled.

   Or you can search alphabetically by pressing the relevant button, e.g. to find TOM press and scroll through entries under T, then press to dial.

View an entry

You can display a name and number together.

Press **DIR**. Scroll **UP** or **DOWN** to highlight the entry you want, then press **OPTION**. Scroll **DOWN** to SHOW NUMBER and press **OK**.

Edit an entry

2. Press **DIR**. Scroll **UP** or **DOWN** to highlight the entry you want, then press **OPTION**. Scroll **DOWN** to EDIT ENTRY and press **OK**.
3. Display shows the name and EDIT NAME. Use **CLEAR** and the keypad to change the name, then press **SAVE**.
4. Display shows EDIT NUMBER. Use **CLEAR** and the keypad to change the number and press **SAVE** to confirm.

Delete entries

You can delete individual entries or the entire directory.

1. Press **DIR**. Scroll **UP** or **DOWN** to highlight the entry you want, then press **OPTION**. Scroll **DOWN** to DELETE ENTRY or DELETE ALL and press **OK**.
2. Display asks you to confirm. Press **DELETE** to confirm or **SAVE** to cancel.

Copying directory entries

Save time adding entries by copying from one handset to another. So you only have to enter names and numbers once!

Whilst copying entries between two handsets if you press the button copying will be stopped.

When the whole directory is copied, it will overwrite any existing entries on the other handset.

If the directory on the handset you are copying to becomes full, the receiving handset displays DIRECTORY FULL. The sending handset displays COPY DIRECTORY ENTRY FAILED for 2 seconds.

Copy an entry to another handset

You can copy individual entries or the whole directory from one handset to another providing both handsets are registered to your base.

1. Press **DIR** and then scroll **UP** or **DOWN** to select the entry you wish to copy. Press **OPTION**. Scroll **DOWN** to COPY ENTRY. Press **OK**.
2. Display shows COPY TO HANDSET and the available handset numbers. Press **UP** or **DOWN** to select the handset you want.

3. Press **OK**. Display shows COPYING TO HANDSET X. The receiving handset shows RECEIVE DIRECTORY ENTRY? If you press **YES** the entry is copied. If you press **NO**, then the copying is aborted. When copying is finished, the display returns to standby.

Copy directory from one handset to another

1. Press **DIR**, then **OPTION**. Scroll **DOWN** to COPY DIRECTORY. Press **OK**.
2. Display shows COPY TO HANDSET and the available handset numbers. Press **UP** or **DOWN** to select the handset you want.
3. Press **OK**. Display shows COPYING TO HANDSET X. The receiving handset shows RECEIVE DIRECTORY? If you press **YES** the directory is copied. If you press **NO** then the copying is aborted. When copying is finished, the display returns to standby.

Incoming call while copying

An incoming call cancels copying. If you are copying the whole directory, any entries transferred before a call interrupts will be stored.

If the other handset is in use

If any handset is in use you cannot use the copy function.

Your handset's display shows NOT AVAILABLE when you select a copy option, before returning to standby.

Set groups

You can create ringing groups by selecting entries from your directory. For example, you can create a group for family members and assign a ringer melody to that group. When one of that family group calls you will be able to identify which group from the ringer melody.

You can create up to 3 groups.

1. Press **DIR**. Scroll **UP** or **DOWN** to highlight the entry you want to store in a group. Press **OPTION**.
2. Scroll **DOWN** to SET CALL GROUP and press **OK**. Scroll **DOWN** to highlight the group you want. Press **OK**. The display shows ADDED TO GROUP X. Select NO GROUP to remove a name from a group.

Name and set melody for a group

You can rename a group and change the melody.

1. Press **MENU**, then **DOWN** to display HANDSET SETTINGS. Press **OK**.
2. Scroll **DOWN** to CALL GROUPS and press **OK**. Press **UP** or **DOWN** to highlight the group you want and press **OK**.
3. If required, use **UP** or **DOWN** to select SET MELODY *(see page 48 for selecting melody options)* or EDIT GROUP NAME. Press **OK**.
4. Press **CLEAR** to delete the existing name, then enter the new name and press **SAVE**.
5. Press **BACK** to return to standby.

Caller Display

Caller information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed.

In this case your BT Diverse 6110 provides you with some explanatory information:

UNAVAILABLE – The number is unavailable.

WITHHELD – The caller has withheld their number.

RINGBACK – Ringback call.

OPERATOR – The call has been made via the operator.

PAYPHONE – The caller is ringing from a payphone.

INTERNATIONAL – International call.

Using Caller Display

If you subscribe to a Caller Display service, you can see your caller's number (provided it is not withheld) on your handset display before you answer the call.

When a call is received your caller's telephone number will be stored in a Calls list. The Calls list holds up to 30 calls. When the Calls list is full, the oldest call will be replaced by a new call, but the latest call will always be at the top of the list.

IMPORTANT
To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee is payable.

For more information on BT's Calling Features, call BT free on 0800 800 150.

If you have any unanswered calls in the list a icon will be shown on the handset display.

The icon will disappear when you have viewed the missed calls in the Calls list.

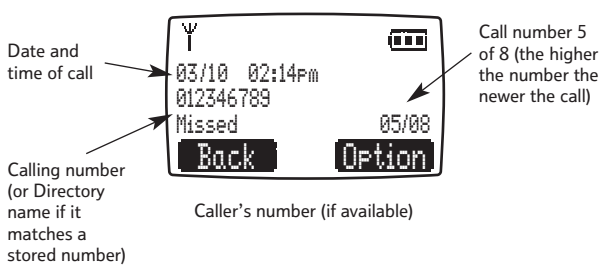
Each call is numbered:

01 = the oldest call in the Calls list. So in a full Calls list, 30 would be the most recent call.

Ringback calls will display the number dialled when you requested the ringback service.

Sample Calls list screen

Missed = call information has not been viewed before


Date and time of call
03/10 02:14PM
012346789
Missed
05/08
Back
Option
Call number 5 of 8 (the higher the number the newer the call)
Calling number (or Directory name if it matches a stored number)
Caller's number (if available)

To view / dial a number from the Calls list

1. Press Calls to open the Calls list. Details of your most recent call are displayed.
2. Scroll **UP** or **DOWN** through the list. Press to dial the number displayed.

Save a Calls list number to the directory

1. Press Calls . If necessary, scroll **UP** or **DOWN** to the entry you want.
2. Press **OPTION**. Display highlights SAVE NUMBER. Press **OK**.
3. Use the keypad to enter a name. Press **SAVE**. If necessary, use the keypad to change the number. Press **SAVE**. Display shows ENTRY SAVED.

Delete an entry in the Calls list

1. Press Calls . If necessary, scroll **UP** or **DOWN** to the entry you want.
2. Press **OPTION**. Display highlights DELETE CALL. Press **OK**.

Delete the entire Calls list

1. Press Calls . Press **OPTION**. Scroll **DOWN** to highlight DELETE ALL. Press **OK**.
2. Press **DELETE** to confirm or **SAVE** to cancel.

SMS texting

SMS stands for **S**hort **M**essaging **S**ervice.

IMPORTANT
You must subscribe to your Network Provider's Caller Display Service so that you can use SMS text messaging. A quarterly fee may be payable. Please contact your network provider for more details.

When you are using SMS text messaging you must not withhold your telephone number or the service will not allow you to connect.

You may also send messages to landline phones that are NOT SMS compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

Some other network provider lines may not be compatible with this SMS service.

Welcome to the BT Text Service on your BT Diverse 6110. The SMS Service is provided by BT.

Your BT Diverse 6110 can send and receive messages to any mobile phone from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at:
http://www.bt.com/terms/tor.htm

To subscribe to the SMS text messaging service

When you send your first SMS text message from your BT Diverse 6110 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS message back.

You may also register by sending the word Register to 00000 upon which you will receive a confirmation message.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

Send an SMS text message

You can send and receive SMS text messages of up to 160 characters.

1. Press **MENU**, then **OK** ***twice***.
2. Use the keypad to write your message then press **OPTION**.
3. You can now scroll **UP** or **DOWN** to chose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory, then scroll to the entry you want. Now press **SEND**.

   SAVE – you can save a text in the Draft Messages box for sending later. Press **OK** to save.

   USE TEMPLATE – these are pre-stored messages. Press **OK** and scroll to the message you want and press **OK**. The template message is added to your text at the cursor. When ready, press **OPTION**. These three choices are displayed again.

4. When sending a message, the display briefly shows TRANSFERRING SMS before returning to standby.

   If there is a problem, the display shows MESSAGE FAILED and the message is stored in the outbox. Press **CLEAR** to return to the standby display or press **READ** to open the message and send again.

If your BT Diverse 6110 is connected to a switchboard, you may not be able to use text message services.

All handsets use the same inbox, outbox and drafts folder.

Sent messages are stored in the Outbox

Your BT Diverse 6110's outbox is like a redial list. It holds a copy of the last 5 messages sent. If your message did not get through, a copy is stored in the outbox so you can send it later. The newest messages replace the oldest messages in the outbox.

When the outbox is full the newest messages replace the oldest messages in the outbox.

Saved messages are stored in the Drafts folder

If you want to save a message to complete and/or send later you can store it in the drafts folder. Your BT Diverse 6110's drafts folder can store up to 5 messages.

Entering text

1. Use the keypad letters to write, e.g. to write TOM:
2. Press 8 TUV once to enter T.
3. Press 6 MNO three times to enter O.
4. Press 6 MNO once to enter M.

Special characters

When writing texts the 1 and 0 button let you add punctuation.

1	.	,	'	?	!	"	1	–	(	)	@	/	:	;
0	space	0	+	&	_	$	£	€	¥	<	>	=	#	*
#	space	.	,	#	*									

Writing tips

If you make a mistake, press **CLEAR** to delete the last character or digit to the left of the cursor.

1. Press 0 to insert a space.
2. Press **UP** to move the cursor left.
3. Press **DOWN** to move the cursor right.
4. Press ‘* to change between upper, lower case and numeric characters.

   Available characters are displayed at the bottom of the screen, keep pressing the button to scroll through the characters.

   The cursor automatically moves to the next space after a couple of seconds.

SMS template messages

Use a template to add pre-set statements to make your texts easier to write.

The templates are:

- Please call
- I'll be back at
- Happy Birthday

There is one spare template shown as EMPTY for you to write your own message. You can also change or delete the pre-set ones.

Edit SMS templates

You can overwrite the existing templates with your own messages.

1. Press **MENU**, then **OK** and scroll **DOWN** to TEMPLATE and press **OK**. The available templates are displayed. Scroll to the template you want and press **OK**.
2. Display highlights EDIT TEMPLATE. Press **OK** and write your own template. Use **CLEAR** to delete any existing text you don't want, then press **SAVE**. You can now insert the new template into any text message.

Delete SMS templates

1. Press **MENU**, then **OK** and scroll **DOWN** to TEMPLATE and press **OK**. The available templates are displayed. Scroll to the template you want and press **OK**.
2. Press **DOWN** to highlight DELETE TEMPLATE and press **OK**. Press **DELETE** to confirm or **SAVE** to cancel.

When you delete a template it is shown in the display as EMPTY.

Read, edit and send draft SMS text messages

If you have saved a message you have written for sending later, you can view, edit and send it from the Draft Messages box.

1. Press **MENU**, then **OK**. Scroll **DOWN** to DRAFTS and press **OK**. The date and time of the latest draft message is displayed. Press **READ**.
2. The message is displayed. Press **OPTION**.
3. You can now scroll **UP** or **DOWN** to choose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory, then scroll to the entry you want. Now press **SEND**.

   SAVE – you can save it again to send later. Press **OK** to save.

   USE TEMPLATE – these are pre-stored messages.

If you are editing a message which has already been assigned a number you will be asked if you want to edit the number already entered.

Press **OK**, scroll to the message you want and press **OK**. The template message is added to your text. When ready, press **OPTION**. These three choices are displayed again.

DELETE – deletes current message.

DELETE ALL – deletes all messages in the Draft messages box.

Read, edit and send messages from your outbox

You can check on the last 5 messages you have sent. Your outbox will also store messages that did not get sent, giving you a chance to send them again later. The oldest stored message is automatically replaced with the newest.

1. Press **MENU**, then **OK**. Scroll **DOWN** to OUTBOX and press **OK**. The display indicates messages NOT SENT if the message previously failed or SENT if the message was sent successfully.
2. Scroll **UP** or **DOWN** to the message you want and press **READ**. Press **OPTION**.
3. You can now scroll **UP** or **DOWN** to choose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory, then scroll to the entry you want. Now press **SEND**.

SAVE – you can save a text in the Draft Messages box for sending later. Press **OK** to save.

USE TEMPLATE – these are pre-stored messages. Press **OK**, scroll to the message you want and press **OK**. The template message is added to your text. When ready, press **OPTION**. These five choices are displayed again.

SEND TO

SAVE

USE TEMPLATE

DELETE

DELETE ALL

Incoming call

If you are writing a text message and receive a call, your handset will let you answer the call. When your conversation is finished, the display shows CONTINUE WRITING SMS MESSAGE?. Press **YES** to continue where you left off or **NO** to delete your message.

You will not be able to receive text messages until you have first sent a message. The first sent message registers you with the text service.

Reading SMS texts

When you receive a new text message, the display shows NEW SMS MESSAGE. To read it later, press **CLEAR**. The display returns to standby and shows instead of the date and time.

1. Press **MENU**. Display shows SMS TEXT MESSAGING. Press **OK**.
2. Scroll **DOWN** to INBOX, then press **OK**. Now scroll **UP** or **DOWN** to the message you want. Press **READ**.
3. Scroll **UP** or **DOWN** to read through the message.

   If you have no messages in your text inbox, the handset display shows NO MESSAGES.

   You can now press **OPTION** and scroll to:

   DELETE – deletes current message.

   REPLY – write a reply to the message.

   FORWARD – forward the message to another number.

   USE NUMBER – press the button to ring the sender's number.

   SAVE NUMBER – save number to the directory (if the number is already stored, this is not displayed).

   DELETE ALL – delete all messages in the Inbox.

4. Follow the on screen prompts to save, write, send or delete the messages. Or press **BACK** to go back to the previous menu level.

Received messages are stored in the Inbox

Your BT Diverse 6110's inbox can store up to 40 text messages. The oldest message is listed as 01. 40 would be the most recent message. The inbox is in the base not the handset.

All handsets use the same inbox, outbox and drafts folder.

Delete an SMS text message

1. Press **MENU**, then **OK**. Scroll to either INBOX, DRAFTS or OUTBOX and press **OK**.
2. If necessary, scroll to the message you want, then press **READ** to display the message, then **OPTION**. Scroll **DOWN** to **DELETE** and press **OK**. Confirm by pressing **DELETE**.

Delete all SMS text messages in a box

1. Press **MENU**, then **OK**. Scroll to either INBOX, DRAFTS or OUTBOX and press **OK**.
2. Press **READ** then **OPTION**. Scroll **DOWN** to DELETE ALL and press **OK**. Confirm by pressing **DELETE**.

Switch SMS text alert on/off

1. Press **MENU**, then **OK**. Scroll **DOWN** to SMS settings and press **OK**.
2. Scroll **DOWN** to SMS ALERT ON/OFF and press **OK**. A ✔ indicates the current setting. Press **UP** or **DOWN** to highlight ON or OFF, then press **OK**.

SMS Service Centre numbers

To send and receive SMS text messages you need the telephone number of your Network's SMS Centre.

If you accidentally delete the SEND or RECEIVE SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The SEND SMS Service number is: **1470P17094009**.

The RECEIVE SMS Service number is: **0800587529**.

Adding or changing a Send Service number

When you enter a new number it must be prefixed by 1470P (P=Pause, press ***and hold*** the 0 button to enter a pause).

Example, if the new number is 0123456789, then you should enter 1470P0123456789.

1. Press **MENU**, then **OK**. Scroll **DOWN** to SMS SETTINGS and press **OK**. Display shows SELECT SMS SEND SERVICE CENTRE.
2. ***Either*** press **UP** or **DOWN** to display SMS SENDING SERVICE CENTRES. Press **OK**.

3. Scroll **UP** or **DOWN** to highlight the option you want and press **OK**. The pre-set number (1470P17094009) is stored under Send 1.
4. You can now enter a new number or edit an existing number. Press **SAVE**.

Adding or changing a Receive Service number

You can store up to 3 numbers of SMS Service Centres that you receive messages from. You need to have these numbers stored in your BT Diverse 6110 so that it can recognise that an incoming call is a text message (otherwise it will ring and the message will not be received). SMS Receive 1 is pre-set to the BT number (0800587529). You can add two others and edit all numbers.

1. Press **MENU**, then **OK**. Scroll **DOWN** to SMS SETTINGS and press **OK**. Display shows SELECT SMS SEND SERVICE CENTRE.
2. ***Either*** press **UP** or **DOWN** to display SMS RECEIVING SERVICE CENTRES. Press **OK**.
3. The pre-set number is stored under SMS Receive 1. Scroll **UP** or **DOWN** to highlight the option you want and press **OK**.

4. You can now enter a new number or edit an existing number. Press **SAVE**.

   In some cases the numbers for the provider's SMS transmission and reception centre will be the same.

Selecting a Send Service number

If you have two Service Centre numbers stored you can choose which one you use to send a message.
Your BT Diverse 6110 is pre-set to send using **Send 1**.

1. Press **MENU**, then **OK**. Scroll **DOWN** to SMS SETTINGS and press **OK**. Display shows SELECT SMS SEND SERVICE CENTRE.
2. Press **OK**. A ✔ indicates the current provider.
3. Scroll **UP** or **DOWN** to highlight the provider you want and press **SAVE**.
4. Any messages sent will go via the selected provider.

Additional handset settings

Day, date and time

If you subscribe to your network's Caller Display service, the date and time are set automatically on all handsets when your BT Diverse 6110 receives its first call. If new handsets are then registered to the base, they will also receive the current date and time. However, to enable the answer machine to 'date stamp' your messages, you also have to set the day. The day has to be set manually using a handset. The date and time can also be set manually using a handset. If the mains power to the base is cut, the day, date and time are lost and will need to be reset.

Setting day, date and time using a handset

1. Press **MENU**. Scroll **DOWN** to TIME & DATE SETTINGS and press **OK**. Display shows SET DATE & TIME. Press **OK**.
2. Use the keypad to enter the date, e.g. 0 3 0 6 = 3rd June. Press **SAVE**.
3. Enter the time e.g. 1 5 3 0 = 3.30pm. Press **SAVE**.
4. Press **DOWN**, display shows SET DAY. Press **OK**.
5. Scroll **DOWN** until the current day is highlighted then press **SAVE**.

   The new time will not appear on the other handsets until they go on line or a call is received.

Time and date do not show on the display when there are missed calls/messages.

Ringer melody

You can set your handset to different ringer melodies for External and Internal calls. Choose from 10 ringer melodies.

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS. Press **OK**. Display shows RINGER MELODY.
2. Press **OK**. If required scroll **UP** or **DOWN** to select INTERNAL or EXTERNAL. Press **OK**. The current melody is displayed and played.
3. Scroll **UP** or **DOWN** to the melody you want and press **SAVE**.

Ringer volume

You can choose between 5 volume levels and Off.

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS. Press **OK**. Scroll **DOWN** to RINGER VOLUME.
2. Press **OK**. Scroll **UP** or **DOWN** to select the volume level, which is played. Press **SAVE**.

Handset name

You can give each handset a name up to a maximum of 12 characters, for example “kitchen”. It will still display its handset number.

If you use the **CLEAR** button to delete a handset name then press **SAVE** the handset will return to its original name, e.g. Handset 1.

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS. Press **OK**. Scroll **DOWN** to NAME HANDSET.
2. Press **OK**. Use **CLEAR** and the keypad to enter the name you want, then press **SAVE**.

An indication of text or number mode will show at the bottom of the screen between **CLEAR** and **SAVE**.

Adjust contrast

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS and press **OK**
2. Scroll **DOWN** to DISPLAY CONTRAST and press **OK**.
3. Select the contrast setting by scrolling **UP** or **DOWN** through the 8 levels displayed. Press **SAVE** to select the setting you want.

Switch backlight on or off

The handset display is backlit on all three handset options. You can choose whether you want the backlighting on or off.

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS and press **OK**.
2. Scroll **DOWN** to BACKLIGHT ON/OFF and press **OK**.
3. The current setting is indicated by a ✔. Press **UP** or **DOWN** to highlight the setting you want and press **SAVE**.

Auto Answer

When you receive a call, you can answer it by lifting the handset off the base station. This is called auto answer. When you switch auto answer off, all calls must be answered by pressing .

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS. Press **OK**. Scroll **DOWN** to AUTO TALK ON/OFF.
2. Press **OK**. Press **UP** or **DOWN** to select ON or OFF then press **OK**.

If the key beeps are set to ON, the handset will emit a beep whenever a button is pressed.

Key beeps on/off

1. Press **MENU**. Scroll **DOWN** to HANDSET SETTINGS. Press **OK**. Scroll **UP** to KEY BEEPS ON/OFF.
2. Press **OK**. Press **UP** or **DOWN** to select ON or OFF, then press **OK**.

Alarm

You can set a BT Diverse 6110 handset to give an alarm ring.

Switch alarm on or off

Alarm setting will only affect the handset it was set on.

1. Press **MENU**. Scroll **DOWN** to TIME & DATE SETTINGS and press **OK**.
2. Scroll **DOWN** to ALARM and press **OK**. Display shows ALARM ON/OFF. Press **OK**.
3. The current setting is indicated by a ✔. Press **UP** or **DOWN** to highlight the setting you want and press **OK**.
4. If you press **ON**, you can now enter the time at which you want your phone to ring using the 24 hour clock e.g. 1 9 3 0 for 7.30pm and press **SAVE**.

   When the alarm is set a bell icon is shown on the handset display. To silence the alarm press any key. The alarm will sound daily until you switch it off via the Time Settings menu.

The default melody for the alarm is Beeps.

Setting melody for the alarm

1. Press **MENU**. Scroll **DOWN** to TIME & DATE SETTINGS and press **OK**.
2. Scroll **DOWN** to ALARM and press **OK**. Display shows ALARM ON/OFF.
3. Scroll **DOWN** to SET MELODY and press **OK**. The current melody is displayed and played.
4. Scroll **UP** or **DOWN** to the melody you want and press **SAVE**.

Handset default settings

Settings	Options	Default setting
Ringer melodies	10 ringtones	
External		Melody 1
Internal		Melody 2
Handset ringer volume (both)	5 levels and off	5
Earpiece volume	5 levels	3
Auto answer	On/Off	On
Display contrast	8 levels	5
Backlight	On/Off	On
Key Beeps	On/Off	On

Base settings

Ringer melody

You can set your base to play one of 5 different ringer melodies.

1. Press **MENU**. Scroll **DOWN** to BASE SETTINGS. Press **OK**. Display shows RINGER MELODY.
2. Press **OK**. Scroll **UP** or **DOWN** to the melody you want and press **SAVE**.

Ringer volume

You can choose between 5 volume levels and Off.

1. Press **MENU**. Scroll **DOWN** to BASE SETTINGS. Press **OK**. Scroll **DOWN** to RINGER VOLUME.
2. Press **OK**. Scroll **UP** or **DOWN** to select the volume level which is played. Press **SAVE**.

Handset priority

Your BT Diverse 6110 is preset so that when you receive an incoming call, all handsets will ring. You can change this so that one handset will ring 2, 4, 6, or 8 times before the others.

1. Press **MENU**. Scroll **DOWN** to display BASE SETTINGS and press **OK**.

2. Scroll **DOWN** to HANDSET PRIORITY and press **OK**. Use **UP** or **DOWN** to select between:

   ALL HANDSETS – all handsets ring together. Press **OK** to confirm.

   SELECTED HANDSET – one handset rings before the others. Display shows SELECT HANDSET and the handset numbers. Use **UP** or **DOWN** to select the handset that you want to ring before the others. Press **OK**. Display shows RING DELAY. Press **UP** or **DOWN** to choose 2, 4, 6, or 8 rings before the other handsets ring, then press **OK** to confirm.

It is possible to switch from pulse to tone by pressing *.

Dial mode

Your BT Diverse 6110 is pre-set to Tone dialling. You can switch to Pulse dialling which may be necessary if you are using your BT Diverse 6110 with an older style switchboard.

1. Press **MENU**. Scroll **DOWN** to display BASE SETTINGS and press **OK**.
2. Scroll **DOWN** to DIAL MODE and press **OK**. The current setting is indicated with a ✔. Press **UP** or **DOWN** to highlight TONE or PULSE and press **OK** to confirm.

Recall mode

Recall is used with some switchboard features and some BT Calling Features.

It is pre-set to Timed Break which is correct for direct exchange lines and most switchboards. For some switchboards you may need to select Earth (consult your switchboard supplier). When pulse dialling is chosen only earth break recall is available.

To change the recall type

1. Press **MENU**. Scroll **DOWN** to display BASE SETTINGS and press **OK**.
2. Scroll **DOWN** to RECALL MODE and press **OK**.

   The current setting is indicated with a ✔. Press **UP** or **DOWN** to highlight TIMED BREAK or EARTH and press **OK** to confirm.

Base PIN

Your base uses a 4-digit PIN as a security code when registering and de-registering new handsets. The original setting is 0000.

To change the PIN

1. Press **MENU**. Scroll **DOWN** to display BASE SETTINGS and press **OK**. Scroll **DOWN** to CHANGE SYSTEM PIN and press **OK**.
2. Enter the current PIN and press **OK**.
3. Display shows ENTER NEW PIN. (Original setting 0000). Enter your new 4-digit PIN and press **SAVE**.
4. Enter the new PIN again to confirm and press **SAVE**. Display shows SYSTEM PIN CHANGED.

Base setting defaults

Setting	Options	Default
Base ringer melody	5 melodies	1
Base ringer volume	5 levels and off	5
Dial mode	Pulse and Tone	Tone
System PIN		0000
Recall mode	Timed Break and Earth	Time Break
Handset priority	All handsets or an individual handset	All handsets

Additional handsets and bases

Registering new handsets

You can register up to 5 handsets to your BT Diverse 6110 base.

If you have purchased a Twin, Trio or Quad the handsets in these packs are already pre-registered to the main base.

However, if you purchase additional Diverse 6110 handsets separately you will need to register them to the base for them to work.

1. When you switch on a new Diverse 6110 handset, the display shows REGISTER HANDSET? Press **OK**. Display shows SELECT BASE.
2. Press **UP** or **DOWN** to select the base number and press **OK**. If the handset is new, then choose Base 1. If it has been registered to other bases, choose the first number not marked with a *.
3. Enter the base PIN (original setting 0000) and press **OK**.
4. Press ***and hold*** the Page button on the base for around 10 seconds. When the base beeps, ***release*** the Page button. The handset is automatically assigned the next available handset number. The handset will beep when registration has taken place.

If Registration fails, try again. If you still cannot get your handset to register, call the BT Diverse Helpline on 0870 240 3962.

Customer Helpline
If you experience any difficulties please call the Helpline on 0870 240 3962 or email **bt.helpdesk@vtecheurope.com**

De-registering a handset

You can de-register any handset from a base using any handset registered to an in range base.

1. Press **MENU**. Scroll **DOWN** to REGISTRATION and press **OK**. Display shows REGISTER HANDSET.
   Press **DOWN** to display DE-REGISTER HANDSET and press **OK**.
2. Enter the 4 digit base PIN (original setting 0000) and press **OK**. Press **UP** or **DOWN** to select the handset you want to de-register.
3. Press **OK**. Display asks you to confirm de-registration. Press **OK**. Display confirms de-registration.

Transferring calls and 3-Way calls

When you are on a call you can transfer it to another BT Diverse 6110 handset. You can also bring another handset in on the call to have a 3-way call.

Transferring a call

When you are on a call:–

You can't use the Int button until the caller timer is shown in the display.

1. Press Int, the display shows CALL HANDSET and the other handset numbers.

2. Use the **UP** or **DOWN** buttons to select the handset you want to transfer the call to, then press **OK**. Alternatively, just press the number of the handset you want, e.g. to call handset 2 press 2. The external party is put on hold and the called handset rings.
3. When the second handset answers you will be able to speak to them without the external party hearing. To transfer the call just hang up on the originating handset.

If the other handset doesn't answer you can stop the ringing and retrieve the original call by pressing **Switch**.

3-Way calls

When you are on a call:–

1. Press Int, the display shows CALL HANDSET and the other handset numbers.
2. Use the **UP** or **DOWN** buttons to select the handset you want to bring in on the call, then press **OK**. Alternatively, just press the number of the handset you want, e.g. to call handset 2 press 2. The external party is put on hold and the called handset rings.
3. When the second handset answers you will be able to speak to them without the external party hearing.
4. You can now speak to either party individually, pressing **Switch** to alternate between the two, or press **Join** to bring all three parties together. Either handset can leave the call at any time just by hanging up.

You can't use the Int button until the caller timer is shown in the display.

If the other handset doesn't answer you can stop the ringing and retrieve the original call by pressing **Switch**.

Using additional bases

Selecting another base.

You can use your handsets with up to 4 different bases. When you have registered a handset to more than one base, you can switch between bases.

1. Press **MENU**. Press **DOWN** to scroll to HANDSET SETTINGS. Press **OK**, then scroll **DOWN** to SELECT BASE and press **OK**. All bases your handset is registered with are displayed. The current base is ticked.
2. Scroll **DOWN** to the base you want to use and press **OK**.

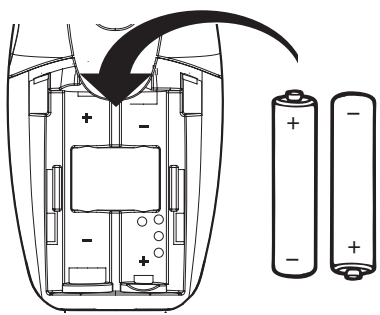
Help

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

For spare AAA NiMH rechargeable batteries please contact the BT Diverse Helpline 0870 240 3962.

Slide off the battery compartment cover. Install the batteries as shown.



Slide the battery compartment cover back into place.

Do not immerse the batteries in water, throw them onto a fire, or dispose of them with ordinary domestic refuse.

Never use non-rechargeable batteries. Only fit rechargeable Nickel Metal Hydride (NiMH) AAA. Using the wrong type of batteries will invalidate your guarantee and may damage the phone.

BT accepts no responsibility for damage caused to your BT Diverse 6110 by using any other type of battery.

No display appears

- The handset may be switched off.
- Press ***and release*** the button to switch the handset on.
- The batteries may be flat, dead or incorrectly inserted. Recharge, replace or renew the batteries.

No dial tone

- Make sure your handset is registered to the base and within range of the base.
- Is the telephone cord of the base plugged into the phone socket?
- Check that the base station is connected to the mains power and switched on.

You cannot link up with the base station

- Does the display show `Out of Range?` If so, you are out of range of the base the handset is registered to or power is off at the base.
- Batteries could be low or flat.
- If using more than one base station, check that you have the correct base selected.

Handset does not ring

- The ringer volume may be switched off (if it is there will be a icon on the display). Press ***and hold*** * to switch it off and on. To adjust the ringer volume on the handset, see page 48.

- Check that the base station is plugged into the phone socket and mains power and switched on.

Buzzing noise on my radio, TV, computer

- Sometimes your BT Diverse 6110 can interfere with other electrical equipment if it is placed too close.
- It is recommended that you place your BT Diverse 6110 handset at least one metre away from such appliances to avoid any risk of interference.

Possible problems with SMS

SMS messages cannot be sent and screen displays UNABLE TO SEND**.**

- The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. Refer to pages 44-45 for instructions on how to enter the number.
- Your SMS memory might be full. Delete unwanted text messages, see page 43.
- More than one SMS product plugged into the line. Remove other products.

Cannot send text

- Check service centre number is correct including 1470 prefix.
- Check call barring (option 4) is not activated on your line if you have the call barring service rented from BT.

Cannot receive text

- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays data regarding your caller's number when you receive an incoming call.

Handset is registered to the SMS service and text has been previously sent and received but you are now only receiving incoming messages as voice text

- This may be due to your handset being de-registered. All you need to do is type Register and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line.
- **Note:** Messages sent to 00000 are not charged for.

Further help and advice for SMS related queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, input your phone number on the handset and wait to speak to a customer adviser.
- BT Business customers – call 154, choose option 2, when prompted by the Fault Management Service select option 2, input your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers, please contact their customer services.

General sales enquiries:

- BT Residential lines – call 150. BT Business lines – call 152.
- For other telephone service providers, please contact their customer services.

Billing enquiries:

- Refer to the telephone number shown on your telephone bill.

Other functions and services available from the SMS service

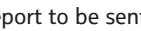
- By sending the following commands to the BT text self administration facility you can control functions and capabilities in your SMS phone and the way messages are handled.
- Press **MENU**, then **OK** ***twice***. Type in the following commands (depending upon what you wish to do) and send to 00000.
- This will enable you to opt out from receiving voice text messages.

- Turns off the opt out option.
- Turns on permanent voice text message delivery to your phone. This means ***all*** incoming text is delivered as voice text.
- Turns off permanent voice text message delivery.

If you are sending a message from a fixed line phone to another fixed line phone

- Forces a message sent to be delivered as voice text even though the recipient may have an SMS enabled phone and usually receives written text.
- This command is inserted at the start of the message and applies only to that message, e.g. "*Hello I will be home late*".

If you are sending a message from a fixed line phone and require a status report.

- Will allow a status report to be sent back to you when you have sent a message to confirm delivery. Place  at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

Customer Helpline

If you experience any difficulties please call the BT Diverse Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

General information

You must subscribe to your network provider's caller display service before some of the features on your BT Diverse 6110 will work. A quarterly fee is payable.

IMPORTANT
This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Safety

General

- Only use the power supply suitable for the BT Diverse 6110 base or chargers. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the Diverse Helpline 0870 240 3962.
- If the keypad is locked, it is still possible to make emergency calls to 999 and 112 numbers.
- Radio signals transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert is sought before using this product in the vicinity of emergency/intensive care medical equipment.

- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your BT Diverse 6110 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Connecting to a switchboard

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling, timed break recall or earth recall. If in doubt please consult your service provider.

Switchboard external line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a ‘pause’ after the access code.

Insert a ‘pause’ in a stored number

If you need to add a pause in the dialling sequence, follow the example given below:

9	P	0870 240 3962
Switchboard code for an outside line	Pause inserted in dialling sequence	Rest of number

When storing a number, at the point you want to insert a pause, press and hold 0 until P is displayed. You can enter as many pauses as required.

Guarantee

Your Diverse 6110 handset is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the Diverse 6110, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on *page 61* or contact the BT Diverse Helpdesk for assistance on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**. The helpline is open from 9.00am-5.30pm Mon-Fri and 9.30am-2.30pm Saturdays.

In the unlikely event of a defect occurring, please follow the Helplines' instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We suggest that you call our recommended repair agents on 08702 405029.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes, proof of purchase is required, so please keep your receipt.

Enter your base PIN here:

[/ / /]

(see page 55 for more information)

Additional/Replacement Items

For a full range of items, including additional handsets for either the BT Diverse 6000 range or BT Freestyle 2000, 4000 and 7000, please call **0870 240 3962**.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with EN301 406. For a copy of the Declaration of Conformity please contact the BT Diverse Helpline on **0870 240 3962** or **email bt.helpdesk@vtecheurope.com**

Visit us at www.bt.com

Offices worldwide

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